

Your Rights and Responsibilities

Your have the right to:

1. Apply or reapply any time you wish for any medical program offered by the Department of Health. Applications for PCN, Covered At Work, and CHIP are only accepted during open enrollment periods. If you need help, someone will help you apply.
- ☐ Receive a notice that we have either approved or denied your application and the reasons for the decision. For medical assistance, we have 30 days to process your application. We have 90 days if you claim to be disabled, unless you need more time.
- ☐ Receive a notice if we reduce, stop or hold your assistance and why. In most cases, we must mail the notice 10 days before we do this.
- ☐ Do the following things if you do not agree with decisions made regarding your case:
 - A. Talk to your worker. Make sure you are not misunderstanding each other.
 - B. Talk to your worker's supervisor.
 - C. Talk to Constituent Services. Salt Lake 538-6417 or call toll-free 1-877-291-5583.
 - D. Request a Fair Hearing within 90 days of the decision; 10 days to get benefits while the hearing is held. If you were denied disability status, you may also ask for a reconsideration as part of the fair hearing. If SSA denied your disability, you would have to go through their appeal process.
 - E. Request legal representation regarding your fair hearing. You may be entitled to free legal assistance from Utah Legal Services. In Ogden, 394-9431; Salt Lake, 328-8891. The toll free number is 1-800-662-2538. You may also receive a referral for legal advice from the Salt Lake Lawyer Referral at 531-9075.
- ☐ Look at information in your case. Information about you and your case is confidential. Information may be given to other agencies to administer a program to help you.

Your Responsibilities:

☐ Verify Information

The Social Security Act (U.S.C. 1320 b - 7 (a) (1) requires that you give us a Social Security number for each household member who wants medical assistance. If you do not have a number, you must prove you have applied. You may be eligible for assistance while you are waiting to receive a number. If you are applying only for emergency Medicaid, you do not have to have a Social Security Number.

Your Social Security number will be used with the State Income and Eligibility Verification System to make sure that your household is eligible for federal assistance programs. Computer matching, program reviews, and audits will be done with Job Service, Immigration and Naturalization, Social Security, and Internal Revenue Service records. We may also do inquiries to banking and loan institutions and any other organizations or individuals who may have eligibility information about your household. You must give us proofs to show that you are eligible for assistance. The Department will not report undocumented household members to INS. _____

- ☐ Children enrolled in Medicaid are automatically enrolled in the Utah Statewide Immunization Information System (USIIS). If you do not want your children enrolled in this system, you must call the USIIS HelpLine at 801-538-6872 or the Immunization Hotline at 1-800-275-0659.

☐ Cooperate

You must cooperate in any review of your case by Quality Control, Recovery Services, and the Bureau of Eligibility Services. You must also cooperate in providing information about any other sources of medical payments and obtaining medical support. If you feel you could be harmed by giving this information, you can request a 'good cause' claim. Your worker can explain this procedure.

You and your household must also obey the medical assistance program rules.

Department of Health
CHANGES YOU MUST REPORT

Remember that you are required to report changes in your situation within 10 days of the day you learn of the change. Do not delay reporting changes. Changes can effect your eligibility. If you receive benefits which you are not eligible to receive, you will have to repay that amount.

CHANGE IN INCOME SOURCE

Getting a job, terminated a job, changing jobs, working for temporary services, educational income, SSI, SSA, or unemployment compensation, etc. Receiving a lump sum.

CHANGE IN EARNED OR UNEARNED GROSS MONTHLY INCOME

Working more OR less hours, overtime, getting a raise, etc. Change in the amount of SSI, SSA, Unemployment Compensation, etc.

CHANGE IN THE LEGAL OBLIGATION TO PAY CHILD SUPPORT

CHANGE IN MARITAL STATUS OR LIVING ARRANGEMENTS

Getting married, separated, or divorced; moving in with a roommate; absent parent moves in; birth of a baby or end of a pregnancy; household member moves in or out; death of a household member; hospital stays for more than 30 days; or if anyone in your household goes to jail or prison; receiving help with your household expenses, etc.

GAIN OR LOSS OF A VEHICLE (LICENSED OR UNLICENSED)

Car, truck, van, motorcycle, camper, trailer, recreational vehicle, etc.

CHANGE IN ANY ASSET

Report changes in ownership or value of stocks, bonds, property, vehicles, life insurance, trust funds, burial plans, cash, opening and closing of bank accounts, etc. for all household members. (Includes joint ownership of any asset with spouse, parents, children, etc.)

CHANGE IN ALLOWABLE DEDUCTIONS

Child care expenses, health insurance expenses, etc. If you are age 65 or over, blind, or disabled, you must also report changes in alimony or child support paid by a spouse or parent and work related expenses.

CHANGE IN INSURANCE COVERAGE

Changes in access to insurance, coverage, or enrollment in any health coverage plan (including Medicare) for anyone in the household. You must also report accidents or injuries which may be payable by a third party.

Your Case Worker _____ Phone _____ Case # _____

UTAH DEPARTMENT OF HEALTH, DIVISION OF HEALTH CARE FINANCING

NOTICE OF PRIVACY PRACTICES

THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU MAY ACCESS THIS INFORMATION. PLEASE REVIEW IT CAREFULLY. Effective: 04/14/2003

The Utah Department of Health, Division of Health Care Financing (DHCF) is committed to protecting your medical information. DHCF is required by law to maintain the privacy of your medical information, provide this notice to you, and abide by the terms of this notice.

CONFIDENTIALITY PRACTICES AND USES

DHCF may use your health information for conducting our business. Examples:

Treatment - to appropriately determine approvals or denials of your medical treatment. For example, DHCF health care professionals may review your treatment plan by your health care provider for medical necessity if a Medicaid recipient or for program listed services if a Primary Care Network (PCN) recipient or a Children's Health Insurance Program (CHIP) recipient.

Payment - to determine your eligibility in the Medicaid, PCN or CHIP program and make payment to your health care provider. For example, your health care provider may send claims for payment to DHCF for medical services provided to you, if appropriate.

Health Care Operations - to evaluate the performance of a health plan or a health care provider. For example, DHCF contracts with consultants who review the records of hospitals and other organizations to determine the quality of care you received.

Informational Purposes - to give you helpful information such as health plan choices, program benefit updates, free medical exams and consumer protection information.

YOUR INDIVIDUAL RIGHTS

You have the right to:

Request restrictions on how we use and share your health information. We will consider all requests for restrictions carefully but are not required to agree to any restriction.

Request that we use a specific telephone number or address to communicate with you.

Inspect and copy your health information, including medical and billing records. Fees may apply.

Under limited circumstances, we may deny you access to a portion of your health information and you may request a review of the denial. *

Request corrections or additions to your health information. *

Request an accounting of certain disclosures of your health information made by us. The accounting does not include disclosures made for treatment, payment, and health care operations and some disclosures required by law. Your request must state the period of time desired for the accounting, which must be within the six years prior to your request and exclude dates prior to April 14, 2003. The first accounting is free but a fee will apply if more than one request is made in a 12-month period.*

Request a paper copy of this notice even if you agree to receive it electronically.

Requests marked with a star (*) must be made in writing. Contact the DHCF Privacy Officer for the appropriate form for your request.

SHARING YOUR HEALTH INFORMATION

There are limited situations when we are permitted or required to disclose health information without your signed authorization. These situations include activities necessary to administer the Medicaid, PCN and CHIP programs and the following:

For public health purposes such as reporting communicable diseases, work-related illnesses, or other diseases and injuries permitted by law; reporting births and deaths; and reporting reactions to drugs and problems with medical devices

To protect victims of abuse, neglect, or domestic violence

For health oversight activities such as investigations, audits, and inspections

For lawsuits and similar proceedings

When otherwise required by law

When requested by law enforcement as required by law or court order

To coroners, medical examiners, and funeral directors

For organ and tissue donation

For research approved by our review process under strict federal guidelines

To reduce or prevent a serious threat to public health and safety

For workers' compensation or other similar programs if you are injured at work

For specialized government functions such as intelligence and national security

All other uses and disclosures, not described in this notice, require your signed authorization. You may revoke your authorization at any time with a written statement.

OUR PRIVACY RESPONSIBILITIES

DHCF is required by law to:

Maintain the privacy of your health information

Provide this notice that describes the ways we may use and share your health information

Follow the terms of the notice currently in effect.

We reserve the right to make changes to this notice at any time and make the new privacy practices effective for all information we maintain. Current notices will be posted in DHCF offices and on our website, <http://health.utah.gov/hipaa>. You may also request a copy of any notice from your DHCF Privacy Officer listed below:

CONTACT US

If you would like further information about your privacy rights, are concerned that your privacy rights have been violated, or disagree with a decision that we made about access to your health information, Medicaid, PCN and CHIP recipients should contact the DHCF Privacy Officer, Craig Devashrayee, 801-538-6641; 288 North 1460 West, 3rd Floor, PO Box 143102, Salt Lake City, Utah 84114-3102; cdevashrayee@utah.gov.

We will investigate all complaints and will not retaliate against you for filing a complaint.

You may also file a written complaint with the Office of Civil Rights, 200

Independence Avenue, S. W. Room 509F HHH Bldg., Washington, DC 20201